

ID card Requirements

Please note that two forms of current valid identifications are required and one must be a current state or federal picture ID. This requirement is for all transactions including initial enrollments, renewals, and DEERS updates.

The Fort Jackson ID Card Offices are located in the Strom Thurmond Building in Rooms 109, 114, and 200. To better serve our customers and reduce wait times. Effective 14 Jul 14, the ID Card Office will operate on an appointment-only basis, with walk-in slots available Monday through Friday, 0800-0920 in Room 109. Once walk-in slots are filled, customers will have the option of scheduling an appointment or visiting an alternate ID card facility for service. Appointment hours are Monday through Friday, 0940-1610, in 20-minute increments, in Rooms 109 and 200. For customers needing to update/enroll in the Defense Enrollment Eligibility Reporting System (DEERS), reset Personal Identification Numbers (PIN), or complete a DD Form 1172-2, an appointment is not necessary; these services will be conducted on a walk-in basis throughout the duty day. However, customers needing to update DEERS and receive an ID card will need to schedule an appointment. To schedule an ID card appointment, utilize our appointment scheduler at <https://rapids-appointments.dmdc.osd.mil>. Please schedule **ONLY** one customer per appointment.

- The ID Card Office located in Room 114 provides ID cards to Soldiers-in-Training, Monday through Friday, 0800 until 1630. Soldiers-in-Training do not require an appointment; however, it is highly encouraged to expedite the process. For more information, please call (803) 751-7731.
- The ID Card Office located in Room 109 has walk-in slots available Monday through Friday, 0800-0920, on a first come, first serve basis until all slots are filled. Appointment hours are Monday through Friday, 0940-1610, in 20-minute increments, in Rooms 109 and 200. For more information, please call (803) 751-7731.
- Customers requiring PIN resets can receive service in Room 200. Soldiers-in-Training needing PIN resets can receive service in Room 124.

The ID Card Offices are closed for training every third Tuesday of the month, and all Federal holidays. For more information, please contact the ID Card Office Supervisor, Mr. Lamont Hampton at phone: (803) 751-6024, or email: lamont.b.hampton.civ@mail.mil. Additional information may be obtained by visiting our website at: <http://jackson.armylive.dodlive.mil/units/usag/dhr/>.

Note: Every third Tuesday of the month, all DHR offices are closed for mandatory training from 0730-1000, and closed for all Federal Holidays.

Department of Defense Employees/Contractors: NOTE: It may take 72 hours or longer to completely process into the RAPIDS/DEERS system. Also, NAF and DoD Schools employees are required to bring a DD Form 1172-2 for initial issuance of a CAC card.

Initial DEERS Enrollment: The sponsor must be present or a current DD Form 1172-2 signed by the sponsor or a General Power of Attorney must be presented.

* Original or true court certified copies of required documents must be presented.

* Only DD Form 1172-2 generated from the DEERS/RAPIDS system can be faxed from another DEERS office to this office.

Enrolling a New Spouse: Original or true certified marriage certificate, birth certificate, Social Security card, and all Divorce Decrees of the Sponsor/Spouse (if applicable) are required.

Enrolling Newborns: Original long-form birth certificate, hospital proof of birth and Social Security card (if received) are required.

Single Father: Birth certificates showing the sponsor's name, and Voluntary Acknowledgement of Paternity from the state in which your child was born or completed approved Dependency Package for children born out of wedlock (DD Form 137-4) are acceptable documents.

Stepchildren: Original marriage certificate, long-form birth certificate showing the names of the mother and father, and Social Security card are required.

Wards and Foster Children: Original or true certified copy of court documentation stating legal and physical custody showing the child has been placed in the sponsor's custody for at least 12 consecutive months, birth certificate, and Social Security card are required.

ID card Renewal: Sponsor must be present or current DD Form 1172-2, signed by the sponsor or a General Power of Attorney must be presented. Original or true court certified copies of required documents must be presented.

Sponsor or Spouse: Two forms of valid identification (not damaged) are required. If turning 65, a medical care card is also required.

Children: (10yrs to 20yrs): One form of identification (birth certificate, social security card, or school ID) is required.

Children (21yrs to 23yrs): Two forms of valid identification (not damaged) and a current letter from the school registrar's office stating that the individual is a full time student, currently enrolled, and the expected graduation date are required. You may qualify to purchase TRICARE Young Adult coverage if you are:

- A dependent of an eligible uniformed service sponsor
- If your sponsor is a non-activated member of the Selected Reserve of the Ready Reserve or of the Retired Reserve, your sponsor must be enrolled in TRICARE Reserve Select or TRICARE Retired Reserve for you to be eligible to purchase TRICARE Young Adult coverage.
- Unmarried

- At least age 21 but not yet 26 years old (Note: If you are enrolled in a full course of study at an approved institution of higher learning and your sponsor provides 50 percent of your financial support, your eligibility may not begin until age 23 or upon graduation, whichever comes first.)
- Not eligible to enroll in an employer-sponsored health plan
- Not otherwise eligible for TRICARE program coverage

Active Duty Retirees: Final copy of the DD Form 214 (copy 4), retirement order, and two forms of current identification are required.

Reserve Retirees with 20 Years of Service: Orders/letter for 20-year retirement and two forms of current identification are required.

Reserve Retiree at Age 60 Years of Age: Retirement letter at age 60 and two forms of current identification are required.

Dependency Packages: Children born out of wedlock, incapacitated children over the age of 21, and parent or parent-in-law packets are available at 5450 Strom Thurmond Boulevard, Room 109.

Disenrollment Types:

- Death of Sponsor/Spouse: Death certificate required.
- Divorce: Original or true certified copy of the final divorce decree is required. Note: Retirees need to bring DD Form 214 (copy 4).
- Children under the Age of 21 Years of Age: Original or true certified marriage certificate and enlistment contract/oath of office or court order emancipation are required.
- Ward or Parent-in-Law: Sponsor must request disenrollment.